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GENERAL STUDIES (TEST CODE : 621)

Name of Candidate	Gaudwarva		
Medium Hindi/Eng.	English	Registration Number	14614
Center	Jaipur	Date	11th Oct 2015

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
   उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
2. There are FOURTEEN questions printed in HINDI and ENGLISH.
   इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।
3. All questions are compulsory.
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other that the authorized one.
   प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
   उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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Section A

Answer questions in NOT MORE than the word limit specified for each in the parenthesis. Content of the answer is more important than its length.

1. (a) "If instead of insisting on rights everyone does his duty, there will immediately be the rule of order established among mankind." - Mahatma Gandhi. Bring out what this statement means to you in the present context. (150 words) 10

"यदि अधिकारों पर बल देने के बजाय प्रत्येक व्यक्ति अपने कर्तव्य का पालन करे तो मानवजाति के बीच शीघ्र ही शासन व्यवस्था प्रतिष्ठित हो जाएगी।"– महात्मा गांधी। इस बात पर प्रकाश डालें कि वर्तमान परिप्रेक्ष्य में यह कथन का आपके लिए क्या महत्व रखता है? (150 शब्द)

* Human beings enjoy certain rights by the virtue of being "human". These include rights to life, liberty, speech which are inalienable rights. In the present scenario, there has been immense clamour about demand and enforcement of these rights.
While every human demands and recognises his own rights, too much modalities create inflexibility in the working of the society.

* Duty on the other hand refers to the recognition of the fact, since we enjoy certain rights granted to us, it is also our ~~duty~~ responsibility to act responsibly & reasonably.

* An example to bring out the essence of the given statement would be which everyone has right to employment

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it is the duty of the individual to attain necessary education and apply for jobs to enjoy the right., while state has duty to ensure employment opportunities.
Duty gives enforceability to rights which otherwise would be redundant and one dimensional.

Another contemporary example would be case of strikes. It creates disorder and disruption of economic process. While workers have right to strike & show discontentment, if instead pose more on their duty to perform well & the management pouce on duty of welfare of ~~individuals~~ workers there would be no discorde.

Similar parallels can be drawn with respect to communalism where there is clash between "right to religious freedom" & duty of state to ensure secularism and duty of individual to live in harmony with all.

Thus it is rightly said, if each one would follow his/her own duty, maximum harmony ~~&~~ & order would be ensured.

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1. **(b)** Should circumstances be the sole criterion for judging the morality of human action or the nature of the action and its purpose must also be considered? Justify your stand with examples. (150 words) 10

क्या परिस्थितियाँ ही मानव कार्यों की नैतिकता की परख करने का एक मात्र पैमाना होना चाहिए या कार्य की प्रकृति और उसके उद्देश्य पर भी विचार किया जाना चाहिए? उदाहरण प्रस्तुत करते हुए अपने मत की अभिपुष्टि करें। (150 शब्द)

* Moral Judgement essentially consists of 3 components which are to be catered to while judging any action from the angle of right or wrong.

(1) Object of morality:

Object here ~~mean~~ relate to the thing itself.

Eg.

(a) Wrong object would lead to wrong outcome.

Lying would remain a lie no matter what.

(b) Good object can become right or wrong depending on outcome.

Eg. having sex is a Good object. But having sex with a purpose of procreation within marital bonds is good. Having sex for 'pings' & 'relations' is wrong.

(c) Indifferent object can lead to good or bad outcomes. Eg. Running is a neutral activity. But running a bank is wrong, while running to save a life is good.

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(2) second criterion is circumstance: It relates to time, place & manner of an action.

Some circumstances aggravate the gravity of the action.

Eg. Poor man helping another poor is a higher good than a rich man helping a poor.

Similarly, robbing is bad, but robbing a rich man is not as bad as robbing a poor man.

(1) Third ~~compo~~ criterion relates to intent or purpose of action.

Whether the act was done with bad, good or indifferent intent helps to decide the morality of an action.

Eg. lying to ~~de~~ deceive a person is greater wrong than lying to save a person from danger.

Therefore we see that circumstance is just one dimension in making a moral judgement of ~~a~~ an action, other ~~criterione~~ criterion have to be roped in for a better understanding of an act.

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2. (a) A person cannot do right in civil service whilst attempting to do wrong in personal life. In context of this statement, examine the relationship between personal and professional ethics. Do civil servants have to be ethical in personal life in order to be professionally ethical? Illustrate. (150 words) 10

अपने व्यक्तिगत जीवन में गलत करने में प्रयासरत व्यक्ति सिविल सेवा में सही कार्य नहीं कर सकता। इस कथन के परिप्रेक्ष्य में व्यक्तिगत और पेशेवर नैतिकता के बीच सम्बन्ध की जांच करें। क्या पेशेवर तौर पर नैतिक होने के लिए सिविल सेवकों को व्यक्तिगत जीवन में भी नैतिक होने की आवश्यकता है? व्याख्या करें। (150 शब्द)

* A person is "wholesome" component and one cannot ~~delineate~~ delineate separately acts done at two different places. How one behaves at "workplace" ~~base~~ is an outcome of upbringing & development in personal space.

* A person in civil service holds a position of "public trust", by the virtue of which he is required ~~to~~ to be "just, "impartial, considerate to people needs and objective. These qualities cannot be magically applied at workplace until these form a part of 'persona' of an individual.

* Personal ethics relate to kindness, honesty, integrity, self-lessness, objectivity, fairness, leadership which also encompass the traits required by a civil servant while carrying out his duty in service of

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his countrymen.

* An abusive person who disrespects his parents and friends cannot be expected to ~~see~~ respect the multifarious ~~people~~ people he is required to serve with whom he has no personal relationship.

* Therefore personal and professional ethics go hand in hand. While this statement is true, there are wider professional ethics one has to adhere to specifically related to work.

Eg. Discipline - while personal discipline is as important, but professional a more disciplined and adherent approach is required requiring rigour commitment.

If we ignore these ~~nuu~~ nuances, there is no difference between personal & professional ethics.

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2. **(b)** What is the importance of whistle-blowing in public and private institutions? What role does individual conscience play in the act of whistle-blowing? (150 words) 10

सार्वजनिक एवं निजी संस्थानों में व्हिसल-ब्लोविंग का क्या महत्व है? व्हिसल-ब्लोविंग के कार्य में व्यक्तिगत विवेक की क्या भूमिका होती है? (150 शब्द)

* Whistle-blowing is an act bringing to light any misconduct happening in any institution by public or private by such a person who is within the institution and has authentic knowledge about it.

* Public institutions are by definition for the public. They have a responsibility towards the society and are established on the tenet of ensuring greatest good to greatest number. Any malpractices within such institutions of public trust can have greater repercussions on the functioning of society and hence condemnable. In such a case, whistle blowing is of immense value.

It brings about corrupt individuals to light and ensures a correction of wrongdoing.

Eg. VYAPAM scam was brought to light by public personals.

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* Private institutions too draw money from public via shares or otherwise work for the public. Hence integrity is important. Whistleblowing in private institutions:
  - bring to light any malpractice
  - ensure correction of malpractice
  - set standards for others to follow.

  Eg. SHRADDHA scam.

* The ~~imp~~ importance of whistle blowing cannot be underestimated, but the highest credit here goes to the individual conscience, who refuses to be accomplice in acts which stand against the own and societal principle.

Eg. Edwin Snowdon who despite knowing threat to his life, stood against wrong doing of ~~too~~ a powerful country. Similarly Wikileaks can be quoted here.

Whistle blower cause peril to his life, job and future life, but still stands upfront for moral cause by the fortitude and conviction of his personal conscience while others choose to remain silent.

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3. (a) 'Objectivity' and 'neutrality' are among the core civil service values. Discuss with examples. (150 words) 10

'वस्तुनिष्ठता' एवं 'तटस्थता' सिविल सेवा के आधारभूत मूल्यों में स्थान रखते हैं। उदाहरणों के साथ चर्चा करें। (150 शब्द)

* Objectivity relates to 'impartial' judgements of any situation and 'judgements not driven by emotions.

Civil servant by the nature of his standing is required interact and indulge in activities involving ~~various~~ individuals from various social standing and backgrounds. While doing the works, he has to ensure that he is not directed to a particular community due to his social living or adherence to that group. Since civil servant holds a position of 'public trust' he has to ensure that he is worthy of that trust.

Eg. While granting ~~parade~~ contracts, "e-auction" is an objective way of ensuring highest bidder gets the contract. In case of non-availability of electronic facility, he must himself ensure this, and not grant it to his family or friends

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* Neutrality relates to him being impartial in all situations without prejudice and not judge actions by emotions, ensures equity, equality and justice without undue favour to any one.

Eg Civil servants themselves can have personal liking for any political ideology or party, but while giving advice to the political executives they have to set aside their personal preference. They have to give advice according to best judgement and not intentionally render an advice favouring anyone.

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3. (b) The legal framework in modern society has both anomalous and complementary relationship with its ethical framework. Discuss with examples. (150 words) 10

आधुनिक समाज में कानूनी ढाँचे का इसके नीतिगत ढाँचे के साथ असंगत और पूरक, दोनों सम्बन्ध हैं।उदाहरणों के साथ चर्चा करें। (150 शब्द)

* Legal framework relate to rule, regulations and laws enacted for functioning of a society. Legal framework of an country has to ensure equity, impartiality and justice.

* Since legal framework being common to diverse population, it tries to rope in diverse opinions of moral standards.

* Ethical standards form corner stone of laws such as:

1. Environment protection Act → to ensure protection of environment.
2. Wildlife protection Act → to cater to animal life.
3. Immoral Trafficking Act → against trafficking
4. Child labour Act
5. ~~Marriage~~ Special Marriages Act etc.

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The above mentioned laws are all complementary to the ethical framework an ensuring values such as justice, equality, fairness, kindness, love, respect etc. are catered to.

But concurrent to ensuring this, laws also have anomalous relation with ethics.

* While everyone has life & freedom as basic rights, laws of imprisonment, death penalty, confinements go against ethical framework.
  Eg. AFSPA, UAPA Act etc.

* People also have right to speak their mind, but laws related to 'defamation' impose restriction.

* Land acquisition act, forcable eviction of tribals also present anomaly in ethical values such as justice, equality and fairness.

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4. (a) There seems to be a fundamental contradiction between effectiveness and accountability. Comment. Why is accountability a necessary evil for good governance? Discuss. (150 words) 10

प्रभाविता और उत्तरदायित्व के बीच आधारभूत विरोधाभास नज़र आता है। टिप्पणी करें। सुशासन की राह में उत्तरदायित्व एक आवश्यक बुराई क्यों है, इस पर विचार करें। (150 शब्द)

* Effectiveness relates to speediness of action and timely action. Accountability relates to answerability for actions.

* A person concerned with a position of governance has to ensure effectiveness of actions so that no inconvenience is caused. But concominant to effectiveness, accountability derails the speediness as the action taken has to ensure that the action adheres to various laws, principle and is of best judgement. He has to constantly beaware of implication of his action as he is answerable and his position depends on his action. If he hastily takes a decision, it may not bring about required implication many times and that can bring him to book. ~~Therefore effectiveness~~ It necessarily slows down the decision making. Eg.

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While granting permission to clear forest for mining in a quick manner can ensure quick action, but he will be accountable to NGOs, vigilance groups, residents to justify his action and may depend it for detailed reports, impact assessment and consent which slows down the process.

But we live in a democracy, the public servant has to work for betterment of society. He holds an office because of public trust and has to be responsible while taking any action.

Governance encompasses activities ensuring functioning of the society, therefore accountability forms a chief component.

Accountability though slow, often referred to as evil is an essential ingridient to good governance

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4. (b) "One of the penalties for refusing to participate in politics is that you end up being governed by your inferiors". Explain. Suggest some measures that can be taken to increase political participation in our country. (150 words)10

"राजनीति में भागीदारी निभाने से अस्वीकार करने की सज़ाओं में से एक है अपने से निम्न स्तर के लोगों के द्वारा शासित होना।" इस कथन की व्याख्या करें। हमारे देश में राजनीतिक भागीदारी बढ़ाने के लिए किये जा सकने वाले कुछ उपायों के बारे में सुझाव दें। (150 शब्द)

* "The price that good men pay for indifference to politics is to be ruled by evil men."

Measures to increase participation:

(1) Ensure awareness in political science & public life in school & college to students by organising debates & mock parliament

(2) Give opportunity to student representatives to visit the parliamentary debates Eg. Youth congress.

(3) Parliamentarians should engage in debate with the members of their constituency after elections & not forget them.

(4) Penalties & enforcement laws be enhanced for booth capturing, malpractices etc.

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(5) Ensure awareness among women through SHGs engaging women in political debate.

(6) ~~Apart from 'personal' factors, many are poor also~~

(4) Increased campaigning, endorsements by public figures, use of social media to take pride in voting is one way of increasing interest & social pressure to vote.

(7) Political parties should give opportunity to youth to contest certain seats.

(8) Reservation of seats for women upto 33% is one way of increased participation and interest of women.

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5. (a) The erosion of civic values from our public life has become a pervasive phenomenon. Discuss the role of value education in tackling this issue in the Indian context. (150 words) 10

हमारे सार्वजनिक जीवन से नागरिक मूल्यों का ह्रास एक व्यापक परिघटना बन गयी है। भारतीय परिप्रेक्ष्य में इस मुद्दे का समाधान करने के सन्दर्भ में मूल्यप्रद शिक्षा की भूमिका पर चर्चा करें। (150 शब्द)

* Civic values in public life would be love, forginess, kindness, mutual help, cooperation, respect for elders etc.
* With growing competition and increased momentum towards self-absorption & individualism, many civic values are being eroded and replaced by arrogance and 'not-in-my-backyard' kind of attitude among people.
* Civil values can be taught and inculcated in a person in his early years when he is still assimilating values and learning different behavioural norms. In this regard value education can play a pivotal role. India has inherent in its culture great ethical values which need to be imbibed in present generation and teaching them about values held by our forefathers, in our inscriptions and

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culture.

India suffers from moral erosion of values as can be gauged from:

1. Increased incidence of rape and crime by adolescents.
2. Disrespect of elders; proliferation of old age homes
3. No value for trust and friendship → increased crime as corporate rent.
4. Disrespect for public property → public urination, scribbling on monuments
5. communalism & riots → increasing

* These are values which have to be inculcated in adolescents through value education as respect for women, value of friendship over money, respect of public property, love and religious harmony which would ensure greater harmony among society.

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5. **(b)** It is often said that home is the first school and parents are the first teachers. Explain the role of family in inculcating moral values. Analyze how the changing nature of family has affected this role in the context of India. (150 words) 10

प्रायः यह कहा जाता है कि घर प्रथम विद्यालय और माता-पिता प्रथम शिक्षक होते हैं। नैतिक मूल्यों की स्थापना में परिवार की भूमिका की व्याख्या प्रस्तुत करें। भारतीय परिप्रेक्ष्य में इस बात का विश्लेषण करें कि परिवार की बदलती प्रकृति ने किस प्रकार इस भूमिका को प्रभावित किया है? (150 शब्द)

* Role of family in inculcating moral values :-

1. Parents by spending time & listening to child inculcate ideas of cooperation and empathy.

2. By 'eating together' can inculcated values of harmony, cooperation and mutual respect.

3. By talking politely and having friendly conversations can instill confidence and politeness among children.

4. By keeping tab on use of TV & mobile phones can teach them to value people over things.

5. By doing charity and giving things to poor can inculcate friendliness & sharing attitude.

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~~[illegible]~~

6. Grandparents can indulge children in stories, taken them on walks instilling respect for environment.

The moving trend towards nuclear family and taking older parents as burden is degrading the ethos of our society.

1. working parents have no time to talk to children → social isolation of child, unfriendly, scared.

2. Grandparents do not live together → no family values of sharing, respect for elders in child.

3. Increased divorces → psychologically impact, violent behaviour in child.

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6. "A world without nuclear weapons would be less stable and more dangerous for all of us." Critically examine the ethical dimensions of the given statement from the perspective of international relations. (150 words) 10

"नाभिकीय हथियारों से रहित विश्व हम सब के लिए अपेक्षाकृत कम स्थायित्व और अधिक खतरनाक होगा।" अंतर्राष्ट्रीय संबंधों के सन्दर्भ में उक्त कथन के नैतिक आयामों की आलोचनात्मक व्याख्या करें।(150 शब्द)

* The increased competition for owning nuclear weapons comes from the idea of collateral damage & Deterrence principle.

* As holders of sovereign powers and duty to protect the citizens from any external enemy every state has to ensure its defence preparedness against enemy attacks.

By this logic, if enemy state have certain deadly weapons which we do not have place us at a risk of being subjugated and national security at danger. This goes well with the logic given in the question. Till the enemy knows that we have power and equally disastrous weapons to respond

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bank and cause equal devastation, no one would want to start a war and would solve differences by negotiations.

This is past reason behind nuclear proliferation. The ongoing attempt by state such as Iran, North Korea to develop weapons is also by the logic, to feel safe in an environment of hostility.

But another dimension relates to mad rush of owning these weapons that can bring about world to an end. If by mistake or country by a miscreant the weapons of one country are enforced against another this can lead to a full fledged nuclear war, bringing whole world to a ~~collap~~ collapse.

Therefore a collateral attempt at nuclear disarmament in the long run is the right way out.

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7. The increasing speed and scope of globalization has raised several ethical concerns. Analyze with examples. (150 words) 10
वैश्वीकरण की बढ़ती गति एवं संभावना ने नैतिकता संबंधी कई चिंताएं पैदा कर दी हैं। उदाहरणों के साथ विश्लेषण करें। (150 शब्द)

* Globalisation brings societies together - economically, culturally and politically.
* (1) It is the cultural intermingling that raises ethical concerns. Different societies of the world have evolved over the centuries and hold values which can get emerged in a global culture by capitalism and consumerism.

* (2) Another concern relates to ensuring poor countries equality in access to world institutions as WTO, IMF, Security council.

* (1) Globalisation can snuff out the indigenous industries and crafts in favour of standardised products - ethical concern of ensuring right to a country to preserve its dying arts and employment.

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(4) Globalisation brings technology that apart from reducing drudgery bring unemployment, ∴ mass-technology instead of capital technology may be suitable in some country.

(5) There also lies concern of changing dietary habits & health of people as can be gauged from increased preference for coke and packed food instead of freshly cooked food → dilemma of health over global products

(6) MNCs also encroach local retail shops and unping them by offering choice and reduced cost.
Dilemma of ensuring livelihood over consumer ~~choice~~ choice

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8. What do you understand by aptitude? What kind of aptitude is considered important for civil services? What measures have you taken to make yourself fit for being a civil servant? (150 words) 10

अभिक्षमता से आप क्या समझते हैं? किस प्रकार की अभिक्षमता सिविल सेवा के लिए महत्वपूर्ण समझी जाती है? स्वयं को सिविल सेवक के रूप में उपयुक्त बनाने हेतु आपने कौन-से उपाय किये हैं? (150 शब्द)

(M) → Measures by me.

* Aptitude refers to the compatibility of personality of an individual for the requirements of a job.

* Aptitude important for civil service:

① A love for public service and a genuine interest in their problems.

(M) I try to listen to problems of people I come in contact with like auto rickshaw drivers, helpers, old people to understand their troubles.

② Self-lessness and positive (OPTIMISTIC) attitude

A civil servant has to have a very positive attitude towards problems and ensure all problems can be solved.

(M) I try to give positive opinion to people about their problems with genuine concern.

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(2) Fortitude and Fearlessness

As civil servant might be required to act in emergency and hostile condition he has to ensure that he has qualities of fearlessness.

(M) I stand up whenever I see wrong being done, a child being harrassed, women being misbehaved, shopkeeper not acting prudently.

(2) A civil servant must be disciplined, keep promises and be fair.

(M) I ensure that promises are keep are kept and I show up sights in time when I have to. I make sure whatever I am eating, I have to half it & share it with who so ever is nearby.

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Section B

In the following questions, carefully study the cases presented and then answer the questions that follow:

9. You are a young civil servant posted in a tribal dominated district, which is notorious for illegal mining done by mafia. They exercise their power over poor tribals of the region by bribing the local tribal musclemen who have political aspirations. The consequent easy money and luxury have ensured that these musclemen work in the interest of these mafia. They use these 'tribal' musclemen as a 'front' to plant 'constructed' news in the media to create confusion or to gain sympathy of the civil society activists and the public at large. It is a strategy to thwart any concrete action of the government for eliminating the menace of illegal activities in that area.

You quickly understood these designs after assuming the office. You came to know that some employees in your own office are in nexus with the mafia. When you initiated stringent action against the mafia they turned hostile. They prompted few tribal musclemen to file a fake FIR against you under the stringent provisions of the 'Prevention of Atrocities Against SC and ST Act'. They also convinced the unsuspecting poor tribals that the state was 'again' launching atrocities against them. These poor tribals were eventually tutored to write a complaint to the National and State Commission for ST, a copy of which was leaked to the media.

This could easily become a very hot issue for the opposition parties in the state as the Assembly Elections were due only six months later. Unfortunately all this can have grave consequences for your career.

(a) Bring out and discuss the ethical issues involved in the above case.

(b) What steps will you take in pursuance of the most appropriate closure of this case? (250 words) 20

आप एक जनजातीय बहुल जिले में पदस्थापित युवा सिविल सेवक हैं। यह जिले के माफिया द्वारा अवैध खनन हेतु कुख्यात है। वे (माफिया) राजनीतिक आकांक्षा रखने वाले जनजातीय दबंगों को रिश्वत देकर निर्धन आदिवासियों पर अपनी हुकूमत चलाते हैं। इसके परिणामस्वरूप सरलता से प्राप्त होने वाले पैसे और विलासिता ने इन दबंग लोगों द्वारा माफिया के हित में कार्य किया जाना सुनिश्चित किया है। वे नागरिक समाज के कार्यकर्ताओं और आम जनता के बीच बड़े पैमाने पर भ्रम फैलाने या उनकी सहानुभूति बटोरने के लिए मीडिया में झूठी ख़बरों को स्थान दिलाने हेतु इन जनजातीय दबंगों का उपयोग "मोहरा" के रूप में करते हैं। यह सरकार द्वारा उक्त क्षेत्र में अवैध गतिविधियों के संजाल को समाप्त करने के लिए की जाने वाली किसी भी ठोस कार्रवाई को निष्फल करने की एक रणनीति है।

पद-भार ग्रहण करने के शीघ्र बाद आप इन षड्यंत्रों को समझ गए। आपको यह बात भी पता चली कि आपके कार्यालय के कुछ कर्मचारी माफिया के साथ सांठ-गाँठ रखते हैं। जब आपने माफिया के विरुद्ध कड़ी कार्रवाई आरम्भ की तो उनका रुख आपके प्रति शत्रुवत हो गया। उन्होंने अनुसूचित जाति और अनुसूचित जनजाति अत्याचार निवारण अधिनियम के सख्त प्रावधानों के तहत आपके विरुद्ध एक झूठी प्रथम सूचना रिपोर्ट (एफ. आई. आर.) दाखिल करने के लिए कुछ जनजातीय दबंगों को उकसाया। उन्होंने शंका रहित निर्धन आदिवासियों को इस बात का विश्वास दिलाया कि सरकार पुनः उन पर अत्याचार कर रही है। अंततः, इन निर्धन आदिवासियों को राष्ट्रीय अनुसूचित जनजाति आयोग और राज्य अनुसूचित जनजाति

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आयोग के पास शिकायत दर्ज कराने को बहलाया और सिखाया गया, जिसकी एक प्रति मीडिया में प्रकट कर दी गयी।

चूँकि सिर्फ छह माह बाद विधान सभा के चुनाव होने वाले हैं, यह विपक्षी दलों के लिए बड़ी सरलता से एक गर्म मुद्दा बन सकता है। दुर्भाग्य से इस सबका आपके भविष्य पर बुरा प्रभाव पड़ सकता है।

(a) उपर्युक्त मामले से जुड़े नैतिकता संबंधी मुद्दे पर प्रकाश डालें और चर्चा करें।

(b) इस प्रकरण की सर्वाधिक उपयुक्त ढंग से समाप्ति हेतु आप कौन से कदम उठाएंगे? (250 शब्द)

Ethical issues in the case:

1. Misuse of natural resource - mines.
2. Harassment of poor and downtrodden - ST in area.
3. Infringement of laws
4. Unethical behaviour on part of public functionaries in the office.
5. Corruption & bribery
6. Collusive deliet of public
7. Media behaving irresponsibly by not knowing entire matter correctly.

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Solution:

* Since the poor tribesmen are harassed and intimidated, there would be few willing to complain against these 'musclemen'. They have to be first recognised as evidence, be given full protection.

* In the meantime be fully open to any investigation against myself as I have my strong reasons which are foresight.

* The illegal miners will be given eviction notices, once they move out, the 'musclemen' will become less powerful.

* Any knee jerk reaction to take to the media should be avoided.

In the long run,

1. ensure fair elections to local body.
2. ensure crackdown on any violent or miscreant elements in this area.

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1. Ensure proper education of the tribals to stand for their rights by bringing schools, hospital and organising them in SHGs to ensure they resist illegal action.

I will have to convince the higher authorities of the merit of my action and long-term positive impacts.

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Don't write anything this margin (इस भाग में कुछ ना लिखें)

10. In the face of acute famine in the district, you, as an area officer, have instructed your subordinates to procure food grains from the FCI godowns located in the adjoining districts. This would make the food grains available to the public through PDS shops. Considering the gravity of the situation, this task has to be done immediately, because majority of the people in the district are poor, and therefore can't buy the food at the market prices. However, you were told that all the truck operators have formed a cartel and are asking for three times the usual transportation rate, in order to exploit the situation. This would nullify your effort, as the prices of the food grains would increase due to high transportation charges.

(a) Following are some suggested options. Please evaluate the merits and demerits of each of the options:

1. Threaten the truck owners of severe consequences if they do not fall in line and cancel their transportation permits.
2. Transport the food grains by Railways, though it may take a week.
3. Agree to pay the truck owners the transportation charges they are demanding, so as to ensure the availability of food grains, but searching for alternative and affordable transportation. However, take legal actions against the truck owners at a later time.
4. Asking the state government for sending some help.

(b) Also indicate (without necessarily restricting to the above options) the course of action you would like to follow, giving proper reasons for the same. (250 words) 20

जिले में गंभीर अकाल की स्थिति में, एक क्षेत्रीय पदाधिकारी के रूप में आपने अपने सहायकों को समीपवर्ती जिलों में स्थित भारतीय खाद्य निगम के गोदामों से खाद्यान्न प्राप्त करने का निर्देश दिया है। इससे जन वितरण प्रणाली के माध्यम से लोगों को खाद्यान्न उपलब्ध हो पायेगा। स्थिति की गंभीरता को समझते हुए इस कार्य को शीघ्रतापूर्वक किया जाना है क्योंकि इस जिले की ज्यादातर जनता निर्धन है और इसलिए वे बाज़ार-मूल्य पर खाद्यान्न नहीं खरीद सकते। यद्यपि आपको बताया गया था कि सभी ट्रक-संचालकों ने एक संघ बना लिया है और स्थिति का लाभ उठाने के लिए वर्तमान ढुलाई दर के तिगुने की मांग कर रहे हैं। इससे आपका प्रयास व्यर्थ हो जाएगा क्योंकि उच्च ढुलाई दर के कारण खाद्यान्न के मूल्यों में बढ़ोतरी हो जायेगी।

(a) नीचे कुछ विकल्प सुझाए गए हैं। कृपया प्रत्येक विकल्प के गुण एवं दोष का मूल्यांकन करें:

1. ट्रक-स्वामियों द्वारा आपकी बात न मानने के लिए उन्हें गंभीर परिणामों की धमकी देंगे और उनके परिवहन अनुज्ञा-पत्र को रद्द कर देंगे।
2. रेलवे द्वारा खाद्यान्नों की ढुलाई करायेंगे, यद्यपि इसमें एक सप्ताह का समय लग सकता है।
3. ट्रक मालिकों को उनकी मांग के अनुसार ढुलाई शुल्क के भुगतान को तैयार हो जाएंगे ताकि खाद्यान्न की उपलब्धता सुनिश्चित हो सके। लेकिन किसी वैकल्पिक रास्ते और कम खर्चीले साधनों की तलाश जारी रखेंगे। यद्यपि, बाद में ट्रक-मालिकों के विरुद्ध कानूनी कार्रवाई करेंगे।
4. राज्य सरकार को कुछ सहायता प्रदान करने को कहेंगे।

(b) उचित कारण बताते हुए (उपर्युक्त विकल्पों तक सीमित रहे बिना) उन उपायों के बारे में चर्चा करें जिन्हें आप अमल में लाना चाहेंगे। (250 शब्द)

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1. Threaten . . . . . permits.

Merit

1. Will ensure compliance with rules.
2. Sets a message out to everyone.
3. May bring errring truck drivers in line and food will reach in time.

Demerit

1. Drivers may turn hostile and create riots against strict action.
2. Food may thus not reach at all.

2. Transport by railways.

Merit

1. Will meet standards of cost.
2. Will not have to oblige to misreat drivers.

Demerit

1. Delay will cause greater inconvenience, the problem will remain.
2. This will further escalate the ~~price~~ price

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in the market.

3. Agree to pay, looks for alternatives.

Merits

1. immediate food needs met → inconvenience avoided.

2. No escalation of crisis by drivers, efficient delivery.

3. ~~Affordable~~ Enough time to find affordable options.

4. Price controlled & people happy.

5. No legal action later, therefore no legal complicacy.

Demerits

1. Loss to exchequer.

2. Drivers may further raise demand.

3. Alternative options may come late or not exist.

4. Asking state governments for help.

Merits

1. Additional help to address crisis.

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2. Gravity of situation highlighted.
2. More help would solve problem.

Demerits

1. Shifting responsibility
2. Not acting competently to handle situation as he may take time to process help.
2. Public will suffer mean time

Clearly the mid option, of tackling the problem at hand right now is most workable in the present situation.

1. The gravity of problem demands immediate action → public service & effectiveness met.

2. The problem being immediately addressed, next focus can be shifted on looking out for other affordable option.
As suggested railways can also

Don't write anything this margin (इस भाग में कुछ ना लिखें)

be used for bulk supply at a later date.

2. Financial propriety cannot be met cost of public life.

2. The erring truck drivers will be brought to book later by stringent- action and cancellation of license for taking opportune in a grave calamity and setting standards right for others.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

11. 'Honour killing' has been in news in recent times. It involves the homicide of a member of a family by other members, due to the perpetrators' belief that the victim has brought shame or dishonour upon the family. Analyse this problem in detail and indicate not only the social but also the emotional and attitudinal factors responsible for this problem? Also, distinctly bring out why:

(a) The youth in such areas do not speak up against these practices.

(b) The conviction rate in 'honour killing' cases is extremely low.

(c) Women, who have to face the brunt of this crime the most, do not speak against it collectively.

Discuss some feasible steps, which could be effective in controlling this serious problem. (250 words) 20

'ऑनर किलिंग' हाल में सुर्ख़ियों में रही है। इसमें परिवार के एक सदस्य की किसी अन्य सदस्य द्वारा की गयी हत्या को सम्मिलित किया जाता है। यहाँ अपराधकर्ता ऐसा विश्वास करता है कि पीड़ित व्यक्ति के कारण परिवार का तिरस्कार एवं अनादर हुआ है। इस समस्या का विस्तार से विश्लेषण करें और इसके लिए उत्तरदायी न सिर्फ सामाजिक बल्कि भावनात्मक और सोच संबंधी कारकों को भी इंगित करें। इसके अतिरिक्त, इस बात पर भी स्पष्ट रूप से प्रकाश डालें कि क्यों:

(a) ऐसे क्षेत्रों में युवा इन प्रथाओं के विरुद्ध मुंह नहीं खोलते।

(b) 'ऑनर किलिंग' के मुकद्दमों में अपराध सिद्धि की दर अत्यंत निम्न है।

(c) महिलाएं, जिन्हें इस अपराध का सर्वाधिक आघात झेलना पड़ता है, सामूहिक रूप से इसके विरुद्ध आवाज़ नहीं उठातीं।

कुछ ऐसे व्यवहार्य क़दमों के बारे में चर्चा करें जो इस गम्भीर समस्या को नियंत्रित करने में प्रभावी हो सकती हैं। (250 शब्द)

'Honour killing' as a crime has infested the Indian society since time immemorial. It is one of the gravest blot on our collective conscience as a society and our hatred towards love and individual freedom.

Factors responsible

1. Patriarchal society where elder male members feel the need to restrict

Don't write anything this margin (इस भाग में कुछ ना लिखें)

younger ones to their own standards of morality.

2. The deep roots of caste and creed in the society that doesn't allow intercaste marriage.

3. Fear of social obstraunation by the members of society

4. Setting standards for others members in society and caste.

Emotional & attitudinal factors

1. Anger of betrayal by ones own family members.

2. Unability to accept that their 'children' have right to choose their own partners.

3. Hatred of 'other' caste.

4. Wanting to become 'moral guard' to get respect from own community.

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5. Fear that the children are now 'out of hand'.

* This problem is more entrenched in the rural areas of North India where ideas of caste are deeply entrenched. Urban societies are by nature cosmopolitan having members of diverse community with little time for 'caste' talk.

(2) Youth in such areas do not speak up often because of fear of elders, facing punishment and out-caste, fear of being expelled from family property, lack of knowledge of laws, lack of liberal attitude within a learning environment of University provides for due to lack of education.

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(b) conviction rate is low:

① Happens in rural areas more where people do not timely report.

② Society being joint accomplice.

③ Political reasons as well bankie.
∴ No actions by politicians.

④ Gram panchayats timely being a constitutional body to handle 'family issue', therefore initial clopment is also first reported to such bodies than police.

⑤ Unwillingness / inability to report to police station by others.

⑥ Apathetic attitude of police to report a missing FIR.

(c) Women do not speak.

① Feudal society restricts women rights.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

(2) Women unaware of our rights.

(3) Inability to collectivise on their own.

(4) Economical dependence reduce their freedom.

(5) Lack of education

(6) Attitude of conformity.

(7) Fear of repurcussions

Feasible steps:

(1) Sensitise police to report - FIR, take action against erring officials.

(2) Organise women in SHG where they get a chance to talk about issues and form collective opinion.

(3) Make awareness that it is a crime & take action against erring family members.

(4) organise 'First point' kiosk's to report in blocks.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

12. You are posted as a District Magistrate in a communal violence prone area, where incidents of communal clashes are often visible. Recently, trailer of a movie was released by a Film Director whose is known to make movies on religious issues. After the release of the trailer, there was anger among a minority community, who claim that their religious sentiments had been hurt in the movie and thus demanded a ban on the movie. However, the government did not pay heed to any such demands and the movie is slated to be released the next week across the entire country.

You had also watched the trailer and felt that it was derogatory to that minority community. Also, being in-charge of the communally sensitive district, you are concerned about the law and order scenario on the day the movie releases. Some of the options to deal with the issue are mentioned below. Evaluate these options and suggest the best course of action, giving your reasons for it.

(a) Do not allow the release of movie in your district as you feel that it hurts the religious sentiments.

(b) Make sure that the movie is released in your district on the given day by taking steps, like arranging for more police and paramilitary forces to deal with anticipated public order scenario etc.

(c) Allowing release of the movie, but imposing curfew in the region so that people are devoid of watching the movie. (250 words) 20

आप एक साम्प्रदायिक हिंसा ग्रस्त क्षेत्र में जिलाधिकारी के रूप में नियुक्त हैं, जहां साम्प्रदायिक झगड़ों की घटनाएं प्रायः देखने को मिल जाती हैं। हाल ही में धार्मिक मुद्दों पर फ़िल्में बनाने के लिए विख्यात एक फिल्म निर्देशक के द्वारा एक फिल्म का ट्रेलर जारी किया गया। ट्रेलर जारी होने के बाद एक अल्पसंख्यक समुदाय में रोष व्याप्त था। उस समुदाय का दावा था कि फिल्म में उनकी धार्मिक भावनाओं को आहत किया गया था और इसलिए फिल्म पर प्रतिबन्ध की मांग की। यद्यपि, सरकार ने ऐसी किसी भी मांग पर ध्यान नहीं दिया और फिल्म अगले सप्ताह पूरे देश में रिलीज़ होने वाली है।

आपने भी ट्रेलर देखा था और अनुभव किया था कि यह उस अल्पसंख्यक समुदाय के लिए अपमानजनक था। इसके अतिरिक्त, साम्प्रदायिक रूप से एक संवेदनशील जिले के प्रभारी होने के कारण आप फिल्म के रिलीज़ होने के दिन क़ानून-व्यवस्था की स्थिति को लेकर चिंतित हैं। इस मामले से निबटने के कुछ विकल्प नीचे दिए गए हैं। इन विकल्पों का मूल्यांकन करें और कारण बताते हुए सर्वाधिक सही कार्रवाई के बारे में अपने सुझाव प्रस्तुत करें।

(a) चूँकि आप ऐसा अनुभव करते हैं कि फिल्म धार्मिक भावनाओं को आहत करती है इसलिए उसे अपने जिले में रिलीज़ होने की अनुमति न दें।

(b) लोक व्यवस्था इत्यादि की प्रत्याशित स्थितियों को ध्यान में रख अतिरिक्त पुलिस और अर्द्ध-सैनिक बलों की व्यवस्था के साथ फिल्म का उसी दिन आपके जिले में रिलीज़ होना सुनिश्चित करना।

(c) फिल्म के रिलीज़ की अनुमति देना किन्तु उक्त क्षेत्र में कर्फ्यू लगा देना ताकि लोग फिल्म देखने से वंचित रहें। (250 words)

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(a) Do not allow release...

Merits

1. No fear of Riots.
2. No violence
3. Harmony ensured.

Demerits

1. ~~[illegible]~~ Right to be offended no rights
2. 'Other' community may demand ~~[illegible]~~. movie be released.
3. Peoples freedom to watch movie restricted
4. Film makers profit eroded from that area.

(b) Release with preparation

Merits

1. People get to watch.
2. Profits of stakeholders saved.
3. Full preparation for miscreants.

Demerits

1. Unnecessarily deploy force in peaceful area → create public fear.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

2. Protest will happen → may turn violent → any death will further escalate situation

(c) Putting urgent with create an environment of fear and since people cannot watch the movie it makes no sense to release it.

Since the officer by his own best judgement finds the movie defamatory & so is the public opinion in the region, he must not release it.

As it would disturb the delicate fabric of secularism in our deep society and cause great damage to life and property.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

The 'others' can be sensitised about the matter and everyone by common judgement would prefer peace over violence.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

Don't write anything this margin (इस भाग में कुछ ना लिखें)

13. Arvind has recently started working as a cyber security analyst at a government intelligence organisation. During the course of his work, he stumbles upon documents, which reveal that the government is spying on leaders of opposition parties with alleged Maoist links. He discusses this matter with his superior officer who tells him that though the spying was illegal, it was essential for national security. He also tells Arvind that sanction for the spying came from the highest echelons of the government. He further warns Arvind not to divulge facts of the case to anyone else in the organisation and especially no one on the outside as it may lead to his dismissal from the organisation or even his arrest for treason.

However, Arvind being an honest person finds himself in a deep conflict. He feels that the spying, apart from being illegal, could also be misused by the government for settling political scores with its opponents.

The following are some options that Arvind has. Evaluate the merits and demerits of each of these:

1. Do nothing as he does not want to risk losing his job or end up in jail for treason.
2. Talk to the head of the organisation to get his opinion on the matter and then do as he says.
3. Send an anonymous letter to the press leaking the details of the case.
4. Go to the press directly with the details of the case.

Also indicate (without necessarily restricting to the above options) what you would like to advise, giving proper reasons. (250 words) 20

अरविन्द ने हाल ही में एक सरकारी खुफिया संगठन में एक साइबर सुरक्षा विश्लेषक के रूप में कार्य करना आरम्भ किया है। अपनी कार्यावधि के दौरान उसका सामना कुछ ऐसे दस्तावेजों से होता है जिनसे पता चलता है कि सरकार माओवादिओं से कथित रूप से जुड़ाव रखने वाले विपक्षी दलों के नेताओं की जासूसी कर रही है। वह इस मुद्दे पर अपने वरीय पदाधिकारी से चर्चा करता है जो उसे बताते हैं कि यद्यपि जासूसी अवैध थी किन्तु यह राष्ट्रीय सुरक्षा के लिए आवश्यक थी। वह अरविन्द को यह भी बताते हैं कि जासूसी की अनुमति सरकार के उच्चतम सोपान से मिली है। इसके अतिरिक्त वह अरविन्द को चेतावनी देते हैं कि वह इस मामले से सम्बंधित तथ्यों को संगठन के किसी अन्य व्यक्ति या किसी बाह्य व्यक्ति के समक्ष उजागर न करे। यह उसके संगठन से पदच्युत किये जाने या देशद्रोह के आरोप में उसकी गिरफ्तारी का कारण भी बन सकता है।

हालांकि, अरविन्द जो एक ईमानदार व्यक्ति है, एक आप को गंभीर विरोधाभास में पाता है। वह अनुभव करता है कि जासूसी के अवैध होने के साथ साथ सरकार इसका दुरुपयोग अपने विरोधियों के साथ राजनीतिक हिसाब बराबर करने में भी कर सकती है।

अरविन्द के पास कुछ निम्नलिखित विकल्प हैं। इनमें से प्रत्येक के गुण और दोष का मूल्यांकन करें:

1. कुछ नहीं करना क्योंकि वह न तो अपनी नौकरी खोने का ख़तरा उठाना चाहता है और न ही देशद्रोह के लिए जेल जाना चाहता है।

2. संगठन प्रमुख से कथित मुद्दे पर उसकी राय लेने के लिए चर्चा के तत्पश्चात उसके आदेशानुसार कार्य करना।

3. प्रेस के पास मामले के ब्यौरे का खुलासा करता हुआ एक अज्ञात पत्र भेजना।

4. मामले के विस्तृत ब्यौरे के साथ सीधे प्रेस के पास जाना।

Don't write anything this margin (इस भाग में कुछ ना लिखें)

उचित कारण बताते हुए (उपर्युक्त विकल्पों तक सीमित रहे बिना) इस बात का संकेत दें कि आपका सुझाव क्या होगा? (250 शब्द)

Evaluation :

1. Do nothing :

Merits

(a) job saved.

(b) No inconvenience & charge of treason

(c) saved from threat to life if revealed.

Demerits

(a) against conscience

(b) Illegal and hence against public interest

2. Talk to head.

Merits

(a) Head may take action

(b) save clear of conscience by reporting the matter.

(c) No job loss.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

Demerits

1. Higher official may be involved.
2. Collusive crime could be the case.
3. May be dismissed by higher official.
4. May create discord with the junior ~~official~~ official whose permission he took

2. ~~Anonymous~~ Anonymous letter.

Merits

1. Clear of conscious
2. Matter reported to public
3. No threat to life and job

Demerits

1. official already knows the employee had information & hence may complain.
2. ~~Anonimity~~ Anonymity is not the right way to stand for something one believes in with 'deep conviction'

Don't write anything this margin (इस भाग में कुछ ना लिखें)

4. Go to press directly

Merits

1. Case revealed.
2. Public interest addressed.
3. Popularity

Demerits

1. Against official position to do so.
2. Life threat as now recognised.

The right action would be : (ALTERNATIVE TO GIVEN OPTIONS)

1. First report the matter to higher officials so that he is clear of conscience as present.

2. If the higher official also gives 'Sultry response', then the next action should be to take help of some "Civil society group"

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and not media.

3. Group can file a 'PIL', his anonymity would be maintained and collective action can ensure corrective action.

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14. You are a Head of Department in a premier University. Recently a clerical staff in your department was terminated from the job as he was found under the influence of alcohol during office hours. In the previous month there were a lot of complaints regarding his poor quality of work, tardiness and some incoherent behavior. Later you came to know that this change in behavior was concurrent with the death of his wife after a prolonged illness. It has also made him debt ridden. This may be further compounded by the fact that he has a daughter to marry off soon and a differently abled son to take care of.

He desperately needs a job. He has applied for a position at a private University and has already given your name as a reference. He pleads you to give him a good recommendation and not mention his drinking, which he assures you is now under control. He also asks you to mention that he voluntarily left the University to address a family medical crisis and that the University was pleased with his work. You like this person and believe that he is a good worker when he is not drinking. But you doubt whether he has really overcome his drinking problem.

Valid arguments can be advanced, both, for rejecting his plea with the consequence that his condition may become even worse and for accepting his plea with a noble intention, but keeping the third party in dark. What could those arguments be? Could there be any better way to get out of this dilemma? If so, outline the main elements of this third way, pointing out its merits. (250 words) 20

आप एक प्रमुख विश्वविद्यालय में विभागाध्यक्ष हैं। हाल में आपके विभाग का एक लिपिक वर्गीय कर्मचारी अपनी नौकरी से बर्खास्त कर दिया गया क्योंकि वह कार्यावधि के दौरान शराब के नशे में था। इसके पिछले माह में उसके कार्य की निम्न गुणवत्ता, आलस्य और असंगत व्यवहार की कई शिकायतें मिली थी। बाद में आपको पता चला कि उसके व्यवहार में यह परिवर्तन लम्बी बीमारी के पश्चात उसकी पत्नी की मृत्यु की वजह से था। इस कारण वह ऋण के बोझ तले भी दब गया है। स्थिति इस तथ्य से और जटिल हो सकती है कि उसे शीघ्र ही एक बेटी का विवाह करना है तथा एक निःशक्त पुत्र की देख-भाल भी करनी है।

उसे एक नौकरी की बहुत अधिक आवश्यकता है। उसने एक निजी विश्वविद्यालय में एक पद के लिए आवेदन दिया है और अनुमोदक के रूप में आपके नाम का ज़िक्र भी वहाँ कर चुका है। वह आपसे विनती करता है कि आप उसकी अच्छी अनुशंसा कर दें और शराब पीने की उसकी आदत की चर्चा न करें, जिसके बारे में वह आपको बताता है कि अब नियंत्रण में है। वह आपसे यह बताने के लिए भी कहता है कि उसने परिवारिक चिकित्सा संकट से निबटने के लिए स्वेच्छा से विश्वविद्यालय को छोड़ा था और विश्वविद्यालय उसके काम से खुश था। आप इस व्यक्ति को पसंद करते हैं और जानते हैं कि जब वह शराब नहीं पीता है तो वह एक अच्छा कर्मचारी होता है। किन्तु आपको इस बात पर संदेह है कि उसने वास्तव में अपनी शराब पीने की समस्या पर काबू पा लिया है।

उसके आग्रह को ठुकराने, जिसका परिणाम उसकी स्थिति के और बिगड़ जाने के रूप में होगा तथा अच्छे आशय से उसके आग्रह को स्वीकार करने, अर्थात इन दोनों ही स्थितियों के पक्ष में मान्य तर्क प्रस्तुत किये जा सकते हैं किन्तु इससे तीसरे पक्ष को अन्धकार में रखना पड़ेगा। इन दोनों ही स्थितियों के पक्ष में क्या तर्क हो सकते हैं? क्या इस दुविधा से निकलने का कोई और

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बेहतर तरीका हो सकता है? यदि हाँ, तो इस तीसरे तरीके के मुख्य तत्वों को इसकी खूबियों के साथ रेखांकित करें। (250 शब्द)

The situation presents a case of ethical dilemma whereby a choice has to be made between equally moral seeming choices.

Accepting / Rejecting

+ve 1. Extend help to the needy man.
2. Give chance to improve

-ve 1. other party in dark who relied on you.
2. Man may not improve

Reasoning

Given the social conditions, the man has chances of further disillusionments if not supported. This would also amount wrong to the needy citizen who may have to work (may be exploitative) if he doesn't work.

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It will also be wrong to lie to a party who ~~cled~~ relied on the person for his honest opinion. The person holding post in a premier university cannot behave ~~contary~~ contrary to professional conduct.

A way out!

1. The third party can be informed about his competence with a slight reference to his condition.

2. The third party should be informed to keep him for a probation basis for a month, then permanently satisfied.

3. Meanwhile clerk be informed of term & its consequence so that he performs well fearing his job.

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4. This also gives chance for him to improve and official did not keep anyone in dark.

(60)

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GENERAL STUDIES (TEST CODE : 622)

Name of Candidate	GANDHARVA		
Medium Hindi/Eng.	English	Registration Number	14614
Center	Jaipur	Date	18th Oct 2015

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1.(a)	10	
1.(b)	10	
2.(a)	10	
2.(b)	10	
3.(a)	10	
3.(b)	10	
4.(a)	10	
4.(b)	10	
5.(a)	10	
5.(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
   उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
2. There are TWENTY questions printed in HINDI and ENGLISH.
   इसमें बीस प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।
3. All questions are compulsory.
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other that the authorized one.
   प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
   उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

1. **Alignment Competence**
2. **Context Competence**
3. **Content Competence**
4. **Language Competence**
5. **Introduction Competence**
6. **Structure - Presentation Competence**
7. **Conclusion Competence**

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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Section A

Answer the following questions in not more than 150 words each:

1. (a) In this age of information and consumerism, the image of women portrayed by mass media greatly influences our social attitude towards them. Critically evaluate. 10

सूचना और उपभोक्तावाद के इस युग में, मास मीडिया द्वारा चित्रित महिलाओं की छवि उनके प्रति हमारे सामाजिक अभिवृत्ति को वृहत रूप में प्रभावित करती है। आलोचनात्मक मूल्यांकन करें। 10

* In today's age of internet, social media & consumerism every aspect of our thinking is influenced by the rapid information we take from the environment.

* Social attitude which refer to the collective thinking of the society are also shaped by what the masses read, view & hear. In such a flux, attitude towards women are also constantly being shaped.

* Positive attitude shaped:

1. Increased acceptance of women to shape their opinion, we see many women coming forward to voice a concern.

2. The issue related to women get highlighted in the media. The earlier incidence of crime used to be under trap, now increased awareness brings women to forefront.

3. With mass discrimination, women themselves feel confident and important.

4. Women are no longer seen by the society as confined to home, but as equal partner in progress. Eg.

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* Negative attitude shaped.

1. Potray of women in skimpy clothes in ads related to deodrants liquidous men as objects of lust which men should aspire.

2. Potray of women in all household related advertisements show the societal attitude towards women confined to washing clothes, kitchen & care for children eg. Ads related to washing powder, kitchen ware etc.

3. Women in majority soaps are shown as submissive and protected beings which confirms view of conservative individuals to control them in real life.

While positive developments are forthcoming, for instance in NDTV news channel one notice majority of women journalists, social persons have women columnists that voice opinions and shape right attitude of society, a few shortcomings need to be tackled the right way.

The Ads related to household items should figure men as equal responsible partners that will shun societal taboo that women control care economy, soaps can potray men in unconventional jobs such as a nurse so that societal attitude change for good.

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2. (a) Biometric attendance, punctuality and cleanliness provide only a good start towards the improvement of work culture. A lot more is required to improve the work culture of the Indian bureaucracy and make it more responsive and citizen centric. Comment. 10

बायोमेट्रिक उपस्थिति प्रणाली, समय-बद्धता और स्वच्छता कार्यमें सुधार की दिशा में संस्कृति-संस्कृति में सुधार लाने-केवल एक अच्छा आरंभ प्रदान करते हैं। भारतीय नौकरशाही की कार्य केंद्रित बनाने हेतु अभी-तथा इसे अधिक उत्तरदायी व नागरिक बहुत कुछ किए जाने की आवश्यकता है। टिप्पणी करें। 10

- Work culture essentially means the shared value, notions and norms held by people in an organisation that is revealed in their common way of behaving, shared things etc.
- In government organisation values such as discipline & timeliness have been ensured through Biometric attendance, cleanliness also brings about a start towards a good culture.
- The Bureaucratic organisations most often are accused of being insensitive towards people, irresponsive to their genuine demands, corrupt, caught in procedures & secrecy.
- These lacuna need to be improved with a concerted effort which holistically address the problem inherent in organisational structure of a bureaucracy

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This can be done this as we have been in process:-

(1) Listing of grievances of people and having a proper redressal mechanism that is responsive and timely.

(2) The workers need to be sensitized and wherever necessary by effective means of rewards made more responsive to peoples needs and complaints.

(3) wherever possible a form or procedure should be computerized to reduce time and red tape. Eg Delhi Police's initiative of e-FIR in case of lost items, e-Ticket in Railways

(4) There should be an approach of zero tolerance towards corruption & the heads and supervisors should lead by setting examples.

(5) All departments should have their citizens charter in place.

The bureaucratic organisations cannot work like private organisation because of large structure and form, but simple procedures improvements can go a long way in changing people's perception.

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1. (b) What is social accountability? How can it act as a more effective mechanism than the conventional methods of extracting accountability? What steps can a civil servant take to improve the effectiveness of social accountability in India? 10

सामाजिक उत्तरदायित्व से आप क्या समझते हैं?उत्तरदायित्व की सुनिश्चितता के परम्परागत तरीके की अपेक्षा यह एक अधिक प्रभावी व्यवस्था के रूप में किस प्रकार कार्य कर सकता है? भारत में सामाजिक उत्तरदायित्व की प्रभाविता में अभिवृद्धि हेतु एक सिविल सेवक कौनसे - कदम उठा सकता है? 10

* Social accountability refers to the answerability to the society of ~~towards~~ work directed towards them.

* conventional method relate to individual accountability whereby one individual is accountable only to his immediate superior. This method suffers from latent-bias of favouritism & ignorance on part of superior. Social accountability ensures that the decision maker is ultimately responsible to those whom he serves.

The people if given the power will also take genuine interest in ensuring answerability as it will lead to greater common benefit.

* Steps to improve effectiveness of social accountability by CS :-

① Public need to be aware of various programmes run for them.

② A Grievance Redressal mechanism

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needs to be in place to ensure people can make their grievance count.

(3) There should be a time-bound reply to the grievance.

(4) The various departments should enlist their citizens charter to disseminate information to people about service they offer, at what price & alternatives if any.

(5) Action must immediately be taken against ~~per~~ person caught in not delivering service properly.

In a democracy, the ultimate responsibility lies towards the people, therefore effective steps must be taken to ensure people are given best service in most efficient way so that they enjoy value for money.

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2. (b) Of all government activities, public procurement is amongst the one most vulnerable to fraud and corruption. Explain with examples. Further, what steps would you suggest to maintain probity in public procurement. 10

सभी सरकारी गतिविधियों में सार्वजनिक अधिप्राप्ति/खरीद प्रणाली, धोखाधड़ी और भ्रष्टाचार के प्रति सर्वाधिक सुभेद्य है। उदाहरण सहित व्याख्या करें। इसके अतिरिक्त, सरकारी अधिप्राप्ति/खरीद में ईमानदारी को बनाए रखने के लिए आप किन उपायों को अपनाने के बारे में परामर्श देंगे? 10

- Public procurement involves maximum amount of funds and dealing with public which immensely increases the opportunity for fraud and corruption by befooling unsuspecting public.

- Example 1 - Road projects involve massive investments and PPP model whereby the private companies can indulge in collusion corruption by setting padded tender price meaning tender having inbuilt bribery amount and further using substandard material to reduce cost. Thus blatantly ignoring public safety.

- Example 2 Recent case of 2G scam in Telecom sector with regard to allotment of spectrum, as Coalgate scam with regard to allotment of coal mines and CWG scam are substantiate this point.

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The vulnerability is essentially more because:
① bureaucratic in allotment of projects.
② combine corruption
③ windfall gains to corrupt individuals.
④ No means to fix responsibility in such a case as both parties would not complain.

Steps to improve:

1. Computerization in auction to grant public resources like spectrum, coal mines etc.
Eg. E-auction for coal mines recently was a good start.

2. Risk profiling of individuals & posts and allotment of matching profile.
Certain posts like Income tax officer are "high vulnerability" posts that need to be matched with "low risk" person. Such a profiling must be done by independent committee via integrity test.

3. Integrity pacts must be signed by Government & private individual.

4. Public must be encouraged to report crime, whistle blower protection be ensured.

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3. (a) "Those who say religion has nothing to do with politics do not know what religion is". Explain. Further examine the role of religion in formation of political attitude in the Indian context. 10

"जो यह कहते हैं कि धर्म का राजनीति से कोई संबंध नहीं है, वे नहीं जानते कि धर्म होता क्या है।" इस कथन की व्याख्या करें। साथ ही, भारतीय संदर्भ में राजनीतिक अभिवृत्ति के निर्माण में धर्म की भूमिका की जांच करें। 10

- In context of India, which is a diverse country with multiple religions, politics has more or less evolved around religions. The statements elucidate this point that Religion besides being one's personal connection to god also entails common belief of a group of people who are tied together under one umbrella.

- Masses easily get swayed in name of religion and want to stand upfront to protect their belief whenever they feel harm is being done. Eg. Religious sentiments have been exploited many a times to influence political behaviours as has been evident in Muzzafarpur riots, Godra riots to instill fear that the religion of people is in danger. This organises them together to influence politics of a country in their favour.

- The constitution of India lays down secularism

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as one of the basic principle of our constitution.

- In India 70% of the population lives in village, whereby majority poor, uneducated and caught with obscurantist ideas that easily get swayed. While majority of educated citizens hold secularist ideas but its more of pseudo-secularism and people quickly launch back their to religion in case of conflicts.

- With increasing development and education, one looks forward that a ~~one~~ country working forward to being super poowe would shun such ideas.

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3. (b) "Emotion can lead to our worst decisions or our best ones: The difference is emotional intelligence." In light of the given statement, illustrate how emotional intelligence is critical in decision making. How can it help a civil servant in taking prudent decisions? 10

"भावनाएं हमारे सर्वश्रेष्ठ अथवा सर्वाधिक बुरे निर्णयों के लिए उत्तरदायी होती हैं, अंतर सिर्फ भावात्मक समझ का है।" दिए गए कथन के आलोक में इस बात की दृष्टांत सहित व्याख्या करें कि भावात्मक समझ किस प्रकार निर्णय प्रक्रिया में महत्वपूर्ण स्थान रखती है? इससे एक सिविल सेवक को किस प्रकार विवेकपूर्ण निर्णय लेने में सहायता मिल सकती है? 10

- Emotional intelligence entails not being overwhelmed by emotions & guided by rational thoughts. It is most critical in decision making as a clogged mind cannot think rationally.
- Decision making involves examination of various angles and involving multiple perspectives in the decision so that it does not favours anyone and is just. In such time if one is surrounded by any upheaval of emotions it could prove to be disastrous to his decision.
- One needs not be guided by perceptions and stereotypes while making decisions. Example A judge needs to be impartial & consider facts of case otherwise it will lead to gross injustice.

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- Human are emotional beings and many a times a person may be in a bad mood, has undergone a grave tragedy, understandable as it is, but the decisions he has to take involve lives of many people. They have to be mature keeping a neutral mind, by overcoming personal problems with fortitude & being unmindful of external influence.

- These decisions often involve poor & vulnerable groups towards whom the individual does not have familial ties, one must show great enthusiasm in serving the people as his own and wipe as many tears as possible. Qualities such as empathy, justice and good character form the bedrock of good decision making

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4. (a) "Anyone who doesn't take truth seriously in small matters cannot be trusted in large ones either."- Albert Einstein. Bring out what this statement means to you in the present context. 10

" कोई व्यक्ति जो छोटे मामलों में सत्य को गंभीरता से नहीं लेता, उससे बड़े मामलों में भी ऐसा करने की अपेक्षा नहीं की जा सकती।" – अलबर्ट आइन्स्टाइन। वर्तमान परिप्रेक्ष्य में आपके लिए इस कथन का क्या तात्पर्य है? 10

* Truth is the basis of any conversation, without truth the whole communication becomes meaningless.

* Truth is hence a valued virtue in all sorts of human transactions – in communication, economics & commerce, treaties & ties. A person must hence forth observe truth from himself & others.

* In present context "white lies" have become very common. People often say seemingly harmless lies to establish a false image, to be liked by others, to hide their own vulnerability, to save one's or inconvenience etc. All such instance may not cause major harm to both parties and is often taken casually by both.

* But such small lies eventually form a part of one character, they put one

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at a stage of dual identity - real & perceived and often erodes ones moral standard.

They show how an individual is vulnerable to societal pressure of being "recognised", superfluous ideas of identity, coward to not face even small failings. Most often we see people saying simple lies on the phone about not being at the precise place they are to their parents to avoid reprimand.

- How can such individuals then be trusted with larger issues that affect so many people? How can we ensure responsibility from them? They will want to shift the blame whenever confronted. Small matters may not have caused much harm, large matters can affect relationships, affect economics and bring large malaise.

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4. (b) Recent incidents of moral policing is symptomatic of the growing intolerance in Indian society. Analyse with examples. Suggest some measures to address this issue. 10

मॉरल पुलिसिंग की वर्तमान घटनाएं भारतीय समाज में बढ़ रही असहिष्णुता का लक्षण है। उदाहरण के साथ कथन का विश्लेषण करें। इस मुद्दे के समाधान हेतु कुछ उपाय सुझाएं। 10

* Moral policing involves ideas on a particular group about moral standards being enforced upon others often violents.
* Newspapers are ablaze with such incidents as - close down of bars, beating young couples sitting in gardens, against women wearing short skirts, killing of rationalists & leftist writers etc.
* All the illustrate the growing intolerance felt by such fringe groups about the loss of indian culture & their due need to protect the culture from moral lapses
* But ~~peo~~ these people are often mistaken about the idea of India's culture - India is a diverse country & oldest civilisation that has always shown tolerance, love & respect.

The scriptures speak about harmony. Freedom of expression & thought has

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existed for thousands of years before it got listed in the constitution. The temples & cave paintings & sculpture embedded on them speaks volumes of tolerance and this freedom. India has also respected women traditionally and upheld ~~[illegible]~~ fair in love. Lord Krishna's love for Radha is sung and celebrated, why do we then need to draw lines from religion & scripture for such policing?

Steps to manage issue:

1. Punish these groups, zero tolerance towards violence methods to police people.
2. Sensitize them towards law & constitution.
3. Inculcate ideas and not make sex a taboo in our education system in the long run change of attitude.
4. Take help of NGOs, media & civil society to disseminate right ideas.
   Eg Hoperaise campaign of UN.

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5. (a) What do you understand by the term 'Conflict of Interest' in the context of public service? What are the norms prescribed for Civil Services in India to deal with this issue? 10

लोक सेवा के परिप्रेक्ष्य में आप 'हितों का टकराव' शब्द से क्या समझते हैं? इस मुद्दे से निपटने हेतु भारत में सिविल सेवा के लिए क्या मानदण्ड निर्धारित किये गए हैं? 10

* conflict of interest in public service means dealing in any matter of public or public welfare that also has individuals own personal interest.

* Many a times situations may arise whereby the matter a civil servant is dealing with involves his own family, friends or organizations/NGOs he is connected with.

* The civil services conduct Rules 1964, prescribe that the civil servant must always dissociate himself from such decisions where there are chances of conflict of interest.

* He should not take decisions even in those case where the friends are involved as chances of biasness may exist and this could ~~derad~~ defail his image even when he has exercised

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impartiality.

* ~~He~~ In matters that involve grant to NGOs, he must not participate, if any NGO to which he is linked is participating.

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5. (b) Although most public organizations have a code of conduct for their employees, its impact has been less than satisfactory in combating the misuse of office by public servants. Explain. Provide some suggestions to make the code of conduct a more comprehensive tool in dealing with corruption in public offices. 10

यद्यपि अधिकांश सार्वजनिक संस्थाओं में अपने कर्मचारियों के लिए एक आचार संहिता होती है, तथापि लोक सेवकों द्वारा पद के दुरुपयोग को रोकने में इसका प्रभाव असंतोषजनक रहा है। व्याख्या करें। सार्वजनिक कार्यालयों में भ्रष्टाचार से निपटने हेतु आचार संहिता को और अधिक व्यापक यंत्र के तौर पर प्रयोग हेतु कुछ आवश्यक सुझाव प्रस्तुत करें। 10

* code of conduct lays down the professional conduct rules of how one must behave at work place. These are made to ensure professional behaviour and high ethical standards.

* These include matters as timeliness, openness, efficiency, responsibility, decent language, dress code, impartiality etc.

* The enforcement of these code of conduct often lag a legal backing or strict penalties such that they are ignored with impunity by a few bad lots.

* Often punishment is meagre & happen after detailed inquiries, that emboldens employees to continue the corruption.

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Suggestions

1. Code of conduct must be simply written & made known to everyone with concomitant penalties prescribed
2. A zero tolerance towards corruption, swift action against the individual to set example for others.

~~3. Whistle blower also be of reporting mechanism by public~~

3. It must contain a mechanism of ~~whistle blowing mechanism~~ reporting corruption within the organisation.

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6. Citizen charter has recently emerged as an innovative tool for reinforcing citizen centric governance. Explain the statement and analyse the various constraints faced during the implementation of the citizen charter in the Indian administrative system. 10

नागरिक अधिकार-पत्र (सिटिज़न चार्टर), नागरिक केंद्रित सरकार की सुदृढ़ता हेतु हाल में एक नवोन्मेषी माध्यम के रूप में उभरा है। इस कथन की व्याख्या करें और भारतीय प्रशासनिक व्यवस्था में नागरिक अधिकार-पत्र के क्रियान्वयन के दौरान आने वाली विविध बाधाओं का विश्लेषण करें। 10

- Citizen charters are statements that prescribe duties of government departments as service providers & rights of public as consumers.
- Drawing cue from their private counterparts, the Indian Admin departments started the practice of making citizens charter. Eg. Railways now prescribe the services provided, cost, who provides, reporting structure etc.
- It is an innovative tool that now place citizens at the centre of governance & not at the periphery. They now know what they can expect of government and also make the government departments conscious of their duties.

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- Inspite of the tool being a good measure, certain lacuna exists.

(1) These charters are not updated regularly

(2) Many organisations still do not name their charters.

(3) The most people are unaware of such a provision

(4) ~~[illegible]~~
The grievance redressal mechanism is often non-existent or slow & irresponsive

(5) charters set very high & unrealistic goals.

In order to ensure overcoming these charters must be made compulsory, be set in simple language, timely delivery must be ensured & a proper redressal mechanism must be ensured.

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7. An efficient service delivery is the key to winning the public trust in government. What are the challenges being faced in efficient delivery of public services? Suggest some measures to improve the delivery of public services. 10

सरकार के लिए जन विश्वास प्राप्त करने हेतु कुशल सेवा वितरण महत्वपूर्ण है। लोक सेवाओं के कुशल वितरण में किस प्रकार की चुनौतियाँ सामने आ रही हैं? लोक सेवाओं के वितरण में सुधार हेतु कुछ उपाय सुझाएं। 10

(S) → suggestion

- Efficient service delivery would ensure our tax payers value for money and timely delivery of services.
- So challenges being faced in efficient delivery of public service:

(1) Processing large applications in the manual form system.

(S) → computerize the forms of application eg. e-FIR in Delhi.

(2) Caught in procedures & rules.

(S) → simplify rules by automation & self-compliance eg. e-filing of returns in tax dept

(3) Lack of trained manpower to act responsively.

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(3) → Arrange for training sessions Eg. Mock drills of Disaster Mgt Forces

(4) Apathetic attitude of employees of Government because of extreme job security.

(5) → Bring about outcome based rewards to change attitude.

(5) Number of incentives for decision making → Gain speed money paid

(5) → public be encouraged to complain, speedy action.

(6) Decection at many places.

(5) → system of checks & balances be ensured by audit.

- PUBLIC SERVICE IS PUBLIC TRUST & hence all measures should be taken to ensure rapport between the two.

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8. Explain the importance of diligence as a value for a civil servant. How can it be inculcated among civil servants? 10

एक लोक सेवक के लिए मूल्य के रूप में कर्मठता के महत्व की व्याख्या करें। सिविल सेवकों के बीच इसे किस प्रकार से अंतर्निविष्ट किया जा सकता है? 10

Ans. Diligence refers to applying right measure & due care in decision making by seeing all alternatives.

Importance for civil servant-

① The public matters they deal in involve lives of many poor & vulnerable groups. one holds responsibility towards them being a public servant.

② Often huge amount of public money is involved and hence care is important to see that no amount of money is lost due to one's fault.

③ Often one might have personal stereotypes and opinions which can overshow decision making, one has to ensure such personal biases does not affect decision making by consciously

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exercising care.

(4) The constitution & the country have entrusted in them power to make important decisions. With power comes responsibility and hence one must respect it.

Measures to inculcate:

(1) Fear of punishment - & ~~reprisal~~ reprimand can be one way.

(2) Positively, one can be honoured after due years of service for outstanding service.

(3) ~~A exceptional~~ Values of ~~honest~~ countries be inculcated in them by instilling & arousing ideas of country & nationalism

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Section B

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

9. You are posted in a district as a public servant responsible for looking into the matters of violation of Right to Education Act. You came across a case in which a poor farmer had beaten his daughter for not going to take her fifth class annual exams. Eventually, he tied her up with his motorbike and took her to the examination hall. Corporal punishment to the children by parents or teachers is a punishable offence with three month jail term.

When you enquired about it the poor farmer explained that he had done so for ensuring a better future for her daughter as he does not want his children to live in poverty in which he is living. He also says that his economic condition is poor and if he is taken to jail his children will face severe hardships.

आप एक जिले में लोक सेवक के रूप में नियुक्त हैं जिस पर शिक्षा का अधिकार अधिनियम के उल्लंघन से सम्बंधित प्रकरणों पर दृष्टि बनाए रखने का उत्तरदायित्व है। एक प्रकरण आपके संज्ञान में आया जिसमें एक निर्धन किसान ने अपनी पुत्री की पांचवी कक्षा की परीक्षा न देने जाने पर पिटाई कर दी। अंततः, उसने उसे अपनी मोटरसाइकिल से बांधा और परीक्षा भवन ले गया। माता-पिता या शिक्षक के द्वारा किसी बच्चे को शारीरिक दण्ड दिया जाना एक दण्डनीय अपराध है जिसके लिए तीन महीने की कैद हो सकती है।

आपने जब उक्त प्रकरण की जांच की तो निर्धन किसान ने बताया कि उसने अपनी पुत्री का बेहतर भविष्य सुनिश्चित करने हेतु ऐसा किया। वह नहीं चाहता कि उसके बच्चे भी उसी के समान निर्धनता में जीवन जीयें। उसका यह भी कहना है कि उसकी आर्थिक दशा अत्यंत दुर्बल है और यदि उसे कारागार भेजा गया तो उसके बच्चों को घोर कठिनाइयों का सामना करना पड़ेगा।

(a) What are the options available to you?
आपके पास कौन-से विकल्प उपलब्ध हैं?

(b) Evaluate each of these options and choose the option which you would adopt, giving reasons. 20
इन विकल्पों में से प्रत्येक का मूल्यांकन करें और आप जिस विकल्प को चुनेंगे, उसका कारण बताएं। 20

(a) Problem:

Poor farmer → did not comply with Act → unaware of punishment → indated with good intention for child.

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(b). The poor farmer was not aware of Act & hence to punish him with jail would be wrong.

option (1)

(1) Let the farmer know of the Act & punishment to not repeat it.

(2) Understand the genuine grievance of farmer, he wants to ensure better future for his daughter. Being poor, he is unbiased to a girl ~~is a good~~ reflects his good intentions. Therefore he can be persuaded by ~~in~~ provoking his love for daughter to not treat her that way ~~&~~ it would cause great psychological harm that can affect her performance at school, ~~for~~ dip her performance & hence loss of job. He will understand this.

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(5) As for the girl, try to know why is ~~she~~ she deserting exam & school. whether she is facing any harassment, lack of teacher attention & ensure school authorities are sensitised to her problem.

(2) other options
option (2): punish the poor farmer & take him to jail.

~~option (2):~~

- option (1) is clearly better as, who so ever is entrusted with a post of public service has to ensure that he serves the people in the right way & mere ~~compla~~ mechanical compliance of law ~~of~~ is not the purpose.

- Right mind and attitude must be applied to ensure such failings do not happen.

- For this one needs to empathise & sympathise with genuine concern &

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case of poor farmer & not apply rules like a robot.

- One must show a human face.

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10. You retired as a finance manager from a Public Sector Undertaking (PSU). After retirement you are offered a job in a private company as its finance head and you have accepted it. The company has a procurement contract with the PSU which you worked for. Now that contract is up for renewal through competitive bidding. You have been asked to lead the team responsible for bidding of this contract.

While working in the PSU, you had an opportunity to work on areas relating to financial accounting, procurement, contracts and bids. You are concerned that you might breach the confidentiality if you accept the assignment in the present company. You also suspect that your knowledge and experience of working in the PSU were seen as good reasons for appointing you to the position in the present company.

The loss of such a major contract would have a significant effect on the financial performance of Company. Evaluate the merits and demerits of each of the options given below and finally suggest what course of action you would like to take, providing adequate reasons.

आप सार्वजनिक क्षेत्र के एक उपक्रम (पी.एस.यू.) से वित्त प्रबंधक के रूप में सेवा निवृत्त हुए हैं। सेवा निवृत्ति के पश्चात् आपको एक निजी कंपनी में वित्त प्रमुख के पद पर नौकरी का प्रस्ताव आता है और आपने इसे स्वीकार भी कर लिया है। जिस पी.एस.यू. में आप कार्यरत्त थे उसके साथ इस कंपनी का सरकारी अधिप्राप्ति/खरीद हेतू एक अनुबंध है। अब चूँकि उस अनुबंध का प्रतिस्पर्द्धात्मक रूप से बोली लगा कर पुनर्नवीकरण किया जाना है, आपको उस टीम का नेतृत्व करने को कहा गया है जिसे इस अनुबंध के लिए बोली लगाने का उत्तरदायित्व सौंपा गया है।

पी.एस.यू. में काम करने के दौरान आपको उन विषयों पर काम करने का अवसर प्राप्त हुआ था जो वित्तीय लेखा कार्य, सरकारी अधिप्राप्ति और अनुबंधों से सम्बंधित है। आपको इस बात की चिंता है कि यदि आप वर्तमान कंपनी में इस नियत कार्य को स्वीकार करते हैं तो हो सकता है आप गोपनीयता भंग करें। आपको इस बात का भी संदेह है कि सार्वजनिक क्षेत्र में कार्य करने के संबंध में आपके ज्ञान एवं अनुभव को वर्तमान कंपनी में उक्त पद पर आपकी नियुक्ति के सकारात्मक कारण के रूप में लिया गया था।

इतने बड़े अनुबंध का न मिलना कंपनी के वित्तीय प्रदर्शन पर महत्वपूर्ण प्रभाव डालेगा। नीचे दिए गए विकल्पों में से प्रत्येक के गुण एवं दोष का मूल्यांकन करें और पर्याप्त कारण बताते हुए अंततः सुझाएँ कि आप कौन-से विकल्प का चयन करेंगे?

i. Do not accept the assignment as it will lead to breach of confidentiality.
इस नियत कार्य को स्वीकार नहीं करेंगे चूँकि इससे गोपनीयता भंग होती है।

ii. Do not lead the team but guide them from outside.
टीम का नेतृत्व नहीं करेंगे किन्तु इसे बाहर से मार्गदर्शन प्रदान करेंगे।

iii. Accept to lead the team and use your expertise in bidding for the contract.
टीम का नेतृत्व स्वीकार करेंगे और बोली लगाने हेतु अपनी विशेषज्ञता का उपयोग करेंगे।

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iv. Resign from the job.
नौकरी से त्यागपत्र दे देंगे।

Suggest any other possible option(s). Evaluate all of them and suggest the best course of action, giving your reasons for it. 20

किसी और संभव विकल्प/विकल्पों का सुझाव दें। उनमे से सभी का मूल्यंकन करें और कारण बताते हुए सर्वोत्तम कार्यवाही का सुझाव दें। 20

options :

(i) Do not accept the assignment

Merits

(a) No breach of confidentiality.

(b) No guilt.

(c) Upheld responsibility & integrity of past job.

Demerits

(a) Loss to present company to which responsible.

(b) Possible dismissal.

(ii) Do not lead the team, but guide

Merits

(a) Still working on assignment, job also secured.

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(b) neither breaching confidentality nor responsibility towards present organisation.

(c) sending a clear message to private company, that loyalty to PSU will not be initiated so that they do not expect any such things as favours.

Demerit

(a) team may not perform well & lose contract.

(iii) Lead the team.

Merits

(a) Job secured.

(b) handsomely rewarded afterwards.

Demerits

(a) loss of public trust & misuse of loyalty of old organisation.

(b) personal failing and ethically wrong.

(c) May invite punishment from PSU on grounds of breach of confidentiality.

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(iv) Resign from job

Merit

(i) No breach.
(ii) No personal failing.

Demerit

(i) Lost job.
(ii) Didn't show responsibility towards present organisation.

Clearly option (2) is the best option to guide the team from outside. One is ensuring that he does not fail on the terms in both past & present organisation.

~~Although~~ He is also building expertise in present company. But if his job has been merely allotted on his connection with PSU & not on merit & experience then he must resign.

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11. You are the district officer responsible for implementing the government schemes in the district. One of the schemes is to provide financial assistance to poor students completing their Class XII so that they can join college comfortably. But, due to unexpectedly good results there arises a shortage of funds for the scheme. However, the funds are available in another scheme of housing which are unutilized, but need approval from senior officials and may take more than a month and by that time the admissions will be over.

आप एक जिले में सरकारी योजनाओं के कार्यान्वयन के लिए उत्तरदायी एक जिला अधिकारी हैं। योजनाओं में से एक 12वीं कक्षा उत्तीर्ण कर रहे निर्धन छात्रों को वित्तीय सहायता प्रदान करने की योजना है ताकि वे सुविधाजनक ढंग से महाविद्यालयों में नामांकन करा सकें। किन्तु, अनापेक्षित अच्छे परीक्षा परिणामों के कारण इस योजना के लिए निधि की कमी हो जाती है। यद्यपि, एक अन्य गृह निर्माण योजना में निधि उपलब्ध है जिसका उपयोग अब तक नहीं किया गया है, किन्तु उस निधि के उपयोग के लिए वरीय अधिकारियों से स्वीकृति लिए जाने की आवश्यकता है जिसमें एक महीने से अधिक समय लग सकता है, और तब तक नामांकन का समय निकल जाएगा।

Given below are few options that you can take:
नीचे कुछ विकल्प दिए गए हैं जिन्हें आप अपना सकते हैं:

1. Send the request for funds diversion and pursue the case with the senior officials to get it done quickly.
   निधि के दिक्कपरिवर्तन हेतु आग्रह भेजें और इसे शीघ्रता पूर्वक संपन्न करने हेतु वरीय अधिकारियों के पास मामले को आगे बढायें।

2. Promise to deliver the rewards next month as you cannot do anything now.
   चूँकि आप अभी कुछ और नहीं कर सकते इसलिए पारितोषिक अगले महीने देने का वचन दें।

3. Prepare some fictitious names that need a house & transfer the funds from housing scheme to this scheme considering the urgency of case and future of children.
   कुछ काल्पनिक नाम तैयार करें जिन्हें घर की आवश्यकता हो, और निधि को गृह-निर्माण योजना से निकाल कर प्रकरण की अत्यावश्यकता एवं बच्चों के भविष्य को ध्यान में रखते हुए उसे इस योजना में अतंरित कर दें।

Suggest any other possible option(s). Evaluate all of them and suggest the best course of action, giving your reasons for it. 20

किसी और संभव विकल्प/विकल्पों का सुझाव दें। उनमे से सभी का मूल्यांकन करें तथा कारण बताते हुए सर्वोत्तम कार्यवाही का सुझाव दें। 20

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(I) send request & preserve with senior.

Merits

1. Official duty to of permission followed
2. Senior involved, no stand alone decision, consultation sought, merit examined.
3. future students motivated.
4. ~~A~~ ~~[illegible]~~ Meritorious students rewarded as promised, so that future secured.

Demerits

1. The request may take time in being processed.
2. Promise may not be completed in time.

(II) Promise next month.

Merits

1. Genuine lack of funds, duty not derailed.
2. No tension to take permission.

Demerits

1. ~~[illegible]~~ Students demotivated & may look out on college.
2. ~~b~~ future students may get demotivated.

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(2) Mechanical following of rules with no human face.

(3)

(III) Fictious names, transfer of funds.

Merits

1. Timely funds ensured, future secured.
2. Shows extreme enthusiasm for doing good.
3. Hero in eyes of students.

Demerits

1. Duty ignored, rules ignored.
2. Such dimension amount to fraud.

The correction option is (1) with slight modification whereby one secures one ~~power~~ duty and enthusiasm to public service in pursuant to the duties and official conduct one is bound by.

The urgency and importance is are well balanced in that option.

One modification would be to secure

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admission in college, will fee ~~[illegible]~~ fee to be paid in instalments as funds come

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12. A District Magistrate, posted in a district affected by left wing extremism,was abducted by the extremists while he was on a routine inspection tour to assess the progress of the development work in one of the villages. After abduction, extremists demanded the release of two of their leaders who are accused of involvement in the violent attack on the police convoy few months back. After few days of continued negotiations, the centre and state governments agreed to accept the demands of extremists in return for release of the District Magistrate. During the time when District Magistrate was held captive, he was treated well by the extremists and many extremists and even locals came to visit him in order to point out the problems in the service delivery, excesses of the police and paramilitary forces in a very convincing manner. After being released, the District Magistrate comes to you to seek advice on how to deal with the issues, which arose out of his abduction. Some of the suggestions are as follows:

एक जिला मजिस्ट्रेट, जो वामपंथी अतिवाद से प्रभावित जिले में नियुक्त हैं, उनका अतिवादियों द्वारा तब अपहरण कर लिया गया जब वे एक गाँव से विकास कार्यों की प्रगति का मूल्यांकन संबंधी एक नियमित निरीक्षण दौरे से लौट रहे थे। अपहरण के पश्चात, अतिवादियों ने कुछ माह पूर्व एक पुलिस काफिले पर हिंसक आक्रमण में संलग्न होने के आरोपी अपने दो नेताओं की रिहाई की शर्त रखी। सतत मध्यस्थताओं के कुछ दिनों के पश्चात, केंद्र और राज्य सरकारें जिला मजिस्ट्रेट की रिहाई के बदले उन अतिवादियों की मांग स्वीकार करने को सहमत हो गयीं। जिला मजिस्ट्रेट के बंदी रहने के दौरान, अतिवादियों द्वारा उनसे अच्छा व्यवहार किया गया और बहुत-से अतिवादी और स्थानीय जनता भी सेवा वितरण में व्याप्त समस्याओं, पुलिस और अर्द्ध-सैनिक बलों की ज्यादतियों को उजागर करने हेतु उनसे मिलने आये। रिहा किए जाने के पश्चात, जिला मजिस्ट्रेट इस मुद्दे पर आपसे विचार-विमर्श करने के लिए आपके पास आ रहे हैं कि उन मुद्दों से कैसे निपटा जाए जो उनके अपहरण के दौरान उठे थे। कुछ सुझाव निम्न हैं:

1. The District Magistrate should file a criminal case against the extremists for his abduction and help the security forces in whatever way he can to catch the culprits and also request for a transfer.
   जिला मजिस्ट्रेट को अपने अपहरण के लिए अतिवादियों के विरुद्ध एक आपराधिक मुकद्दमा दायर करना चाहिए और अपराधियों को पकड़ने के लिए सुरक्षा बलों की यथासंभव सहायता करना चाहिए और साथ ही उन्हें स्थानान्तरण के लिए आग्रह करना चाहिए।
2. The District Magistrate should take up a review of status of developmental work in that region while leading the audit himself; but at the same time work on new innovative strategies so that locals can be made free from the control of extremists, treating the incidence as a wakeup call.
   जिला मजिस्ट्रेट को उस क्षेत्र में विकास कार्यों की स्थिति का पुनर्मूल्यांकन करना चाहिए तथा स्वयं लेखा परीक्षण का नेतृत्व करना चाहिए; किन्तु साथ-साथ उन्हें इस घटना को चेतावनी के रूप में प्रयोग करते हुए नवोन्मेषी रणनीतियों पर भी कार्य करना चाहिए ताकि स्थानीय जनता को अतिवादियों के चंगुल से मुक्त किया जा सके।

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3. The District Magistrate should inform about his experience to higher authorities and take the moral responsibility by tendering his resignation as he has not only failed to streamline the public service delivery in the district but also because of him two extremists are free.

जिला मजिस्ट्रेट को अपने अनुभवों के बारे में उच्चतर अधिकारियों को बताना चाहिए और नैतिक उत्तरदायित्व स्वीकार करते हुए अपना त्यागपत्र सौंप देना चाहिए क्योंकि वह न सिर्फ सार्वजनिक सेवा वितरण को कारगर बना पाने में असफल रहे हैं बल्कि उनके कारण दो अतिवादियों को भी मुक्त करना पड़ा।

Suggest any other possible option(s). Evaluate all of them and suggest the best course of action, giving your reasons for it. 20

किसी और संभव विकल्प/विकल्पों का सुझाव दें। उन सभी का मूल्यांकन करें और कारण बताते हुए सबसे अच्छी कार्यवाही का सुझाव दें। 20

Evaluation

(1) File criminal case + transfer + help police.

Merits

1. Criminal Act was done & hence following normal course.

2. Transfer would ensure secure place, life saved.

3. Police can be helped to crush militants as they are dangerous.

Demerits

1. The trust and genuine concern of people ignored.

2. ~~Blameless~~ unmindful following of such

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not helpful.

(2) The problem will continue as extremists and villages will see inhuman fear and their ignorance. Villages may well side with the extremists.

(II) Treating incident as a wake up call.

Merits

1. Responsive action assured.
2. Shows responsible behaviour & genuine concern for people.
3. People will be more forthcoming.

No major demerits

(III) Resign

Only demerits

1. Failing of duty by course correction.
2. Ignoring trust people showed him.
3. Problem may continue, ignoring responsibility

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- The right action clearly is to take the services of developmental work, as people had confided him of the problems of public service that was turning them against police, also police needs to be sensitized towards not using excess force against civilians.

- He must use the opportunity whereby people have trusted him, to win their trust and take proactive measures with innovative employment & education scheme to show genuine concern.

- Extremists will ~~lose~~ lord of people in these areas, they may well give up arms as they are against police due to lack of development & apathy

- Audit would ensure timely completion of work.

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13. Developing countries are often very vulnerable to exploitation by multi-national corporations. They support industrialization but lack of infrastructure is a major limiting factor. Further, without suitable laws and regulations, developing nations are ill prepared for such endeavours. In their efforts to attract business, these nations often overlook the health and safety violations by the corporations doing business within their borders. Drawn by low-cost labour, new markets, and lower operation costs, corporations have little incentive to address environmental and human risks once they are entrenched. In this situation there is imminent threat of disaster.

Discuss some feasible strategies to balance economic development and safety and security of people at large in developing countries with special emphasis on India. 20

विकासशील देश प्रायः बहु-राष्ट्रीय निगमों के शोषण के प्रति बहुत असुरक्षित होते हैं। वे औद्योगीकरण के समर्थक होते हैं किन्तु अवसंरचना का अभाव एक बड़ी बाधा बन कर प्रस्तुत होती है। इसके अतिरिक्त, उपयुक्त कानूनों और विनियामकों के आभाव के कारण विकासशील देश ऐसे उद्यमों के लिए सही प्रकार से तैयार नहीं होते। व्यावसाय को आकर्षित करने के अपने प्रयासों में ऐसे देश अपनी सीमाओं के भीतर व्यापार कर रहे निगमों के द्वारा स्वास्थ्य और सुरक्षा संबंधी उल्लंघनों की अनदेखी कर देते हैं। निम्न श्रम लागत, नए बाज़ारों और अपेक्षाकृत निम्न संचालन संबंधी लागतों के द्वारा आकर्षित ये निगम एक बार भलीभांति स्थापित हो जाने के बाद वातावरण और मानवीय खतरों की कदाचित ही परवाह करते हैं। इस स्थिति में, आपदाओं का ख़तरा आसन्न होता है।

भारत पर विशेष बल देते हुए विकासशील देशों में आर्थिक विकास एवं जनता की सुरक्षा व संरक्षा को संतुलित करने हेतु कुछ व्यवहार्य रणनीतियों पर चर्चा करें। 20

- Today, developing countries are caught in a quagmire of attracting MNCs, FDI, ensuring employment and the fallouts of these in terms of blatant disregard of laws be it human rights, labour laws or environment laws.

- Developing countries ~~[illegible]~~ inherently ~~are~~ have a large population, poverty & illiteracy and need funds to build infrastructure

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to secure jobs, so the welcome MNCs at their own peril.

- A balancing between economic needs and laws needs to be ensured, as thus MNCs have far exceeded limits as we can see from what happened in a cloth factory at Bangladesh, where walmart refused to even accept responsibility.

- Bhopal gas Tragedy in India in 1984, is a grim reminder of how disastrous can it be to leave MNCs unchecked.

- A well balanced strategy should involve:

① Though laws with regard to hiring and firing can be subsidised, a strict adherence to safety at workplace should be ensured by ensuring the workplace is healthy.

② Tie ups should be preferred in extraction of natural resources from giving a

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free hand to the MNCs. NGOs can be tied to ensure that MNCs do not leave a place polluted after leaving, takes measures to clean up the mess.

(3) Laws should be lax as funds would be needed to support large population but with adequate safety measures of ensuring health & environment are not derailed. These cannot be as harsh as what these MNCs comply at their home country & hence they will follow ultimately as developing countries provide good market.

(4) In the negotiation process developing countries have to ensure a positive-sum game by putting a list of non-negotiable rules, with certain flexible rules prescribed & it should not be a zero-sum game.

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14. You are a middle ranked MCD employee, overseeing an anti-encroachment drive in New Delhi in order to broaden a very busy road. Many illegal constructions on the road have been demolished. It was all happening without much protest but when the bulldozer reached near an illegal religious construction, some people belonging to that particular community came out and formed a human chain to stop the demolition. At the same time some people from another religious group came out insisting the immediate demolition of the site. Both groups were about to clash violently. You handled the situation quite well, by pacifying the crowd and calling in enough police force, which was prepared in advance to deal with such a situation, nonetheless, the above incident raises the following serious questions:

आप दिल्ली नगर निगम के मध्य स्तरीय कर्मचारी हैं तथा एक अत्यंत व्यस्त सड़क को चौड़ा करने के लिए एक अतिक्रमण विरोधी अभियान का निरीक्षण कर रहे हैं। सड़क पर बहुतेरे अवैध निर्माणों को ध्वस्त कर दिया गया है। यह सब बिना किसी विशेष प्रतिरोध के हो रहा था किन्तु जैसे ही बुलडोज़र एक अवैध धार्मिक निर्माण के पास पहुचा, उस समुदाय से सम्बंधित कुछ लोग बाहर आये और उन्होंने ध्वस्त करने की कार्यवाही को रोकने के लिए एक मानव श्रृंखला बना ली। उसी समय, अन्य धार्मिक समूह के कुछ लोग भी उस निर्माण को तत्काल हटाये जाने की मांग करते हुए सामने आ गए। दोनों समूहों के बीच हिंसक झड़प होने ही वाली थी। आपने लोगों को शांत करवा कर एवं ऐसी किसी भी स्थिति से निपटने के लिए तैयार किए गए पुलिस बल को पर्याप्त संख्या में बुला कर स्थिति को ठीक प्रकार नियंत्रित किया , तथापि उपर्युक्त घटना निम्नलिखित गंभीर प्रश्न खड़े करती है:

(a) What kind of Psycho-emotional and attitudinal factors give birth to this religious competitiveness?

किस प्रकार की मनो-भावनात्मक और अभिवृत्ति संबंधी कारक धार्मिक प्रतिस्पर्द्धा की ऐसी भावनाओं को जन्म देते हैं?

(b) What is the use of emotional intelligence if such a situation arises? Discuss.

यदि ऐसी स्थिति उत्पन्न होती है तो भावात्मक समझ का क्या उपयोग हो सकता है? चर्चा करें।

(c) How can religion be used as a uniting force instead of a dividing one?

धर्म को विभाजनकारी शक्ति के स्थान पर एकताबद्ध करने वाली शक्ति के रूप में किस प्रकार उपयोग किया जा सकता है?

Answer the above questions from an ethical perspective. 20

नीतिपरक दृष्टिकोण से उपर्युक्त प्रश्नों के उत्तर दें। 20

(a) Psycho-emotional & attitudinal factors are:

(1) Extreme & single minded pursuant of one's own religious freedom rights.

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(2) Disregard or hatred towards other religion often due to personal reasons or societal opinion.

(3) An attitude of disregard for other human and lack of brotherly feeling evidens.

(4) Emotional detainment and common interest absent.

(5) Taken over by feeling of revenge & repression of some historical reason.

(b) Emotional intelligence ensures that in such high & impulsive situations, one's allegiance to a particular religion and love for it does not over pa power practical situations of physical being. Spirituality and religion form personal matter to an emotionally intelligent person, and he does not get swayed by emotions to disregard other religion

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The community members should have stood together as before being aligned to any religion they are aligned to humanity.

One must keep in mind empathy & justice, as what if it was a sensitive situation?

Golden rule of 'treat others the way you want them to treat you must be followed'.

Ans (c)

All religions teach harmony and peaceful co-existence. They carry common message of brotherhood. As illustrated by Swami Ramkrishna when he said "God is like stream of water Christian drink water & call it water Hindu drink water & say Jal while muslims call it paani.

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Common elements of religion must be recognised and people be educated towards it.

Also politics must focus on developmental issues, equity & justice instead of religious polarity.

Full ~~stage~~ fledged celebration of all religions must become a work culture at organisations to celebrate diversity.

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